GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:412
ANSWERED ON:27.07.2006
PROVISION OF WHEEL CHAIRS AT STATIONS
Sugavanam Shri E.G.

Will the Minister of RAILWAYS be pleased to state:

(a)Whether the Delhi High Court has directed the Ministry of Railways to provide wheel chairs at all stations for the benefit of physically handicapped;

(b)If so, the action taken by the Railways thereon; and

(c)The other steps taken by the Railways to provide user-friendly amenities to the handicapped?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): The Hon'ble High Court has directed that Ministry of Railways may issue a direction to all Station Masters concerned to take immediate action on a complaint made by a disabled person with regard to the non-availability of wheel chair at any railway station and the Station Masters personally shall be responsible for it. A notice at a conspicuous place at every railway station must be put in Hindi, English and regional languages, indicating as to where the wheel chair is available and in case of non-availability, the person affected can contact the Station Master. The telephone number of the Station Master shall also be indicated.

(b): Necessary instructions have been issued to all Zonal Railways.

(c): In pursuance of implementation of the Persons with Disabilities

(Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, Railways have provided the seven short-term facilities at about 300 'A' & 'B' category stations. These following short-term facilities are planned at remaining 'B' category stations:

i) Standard ramp for barrier free entry.

ii) Earmarking parking lots for vehicles used by disabled persons.

iii) Non-slippery walkway.

iv) Signages.

v) Toilets.

vi) Water taps suitable for needs of handicapped persons.

vii) "May I Help You" Booth.

Besides facilities at stations, Railways have also been manufacturing coaches which have a compartment earmarked for wheel chair borne passengers. The layout of this compartment including toilets has been designed on the basis of international practices and norms for similar facilities for wheel chair borne passengers. It is planned to provide atleast one such coach in every Mail/Express train during next two years.